



**Date:** November 5, 2008

**Alert Number:** 0008

**To:** Providers Dispensing Drugs to Members Enrolled in BadgerCare Plus, Medicaid, SeniorCare, and the Wisconsin Chronic Disease Program.

**Re:** Pharmacy Point-of-Sale Transactions Will Be Accepted for ForwardHealth interChange Beginning November 8, 2008

Providers are reminded of the implementation of ForwardHealth interChange beginning on Saturday, November 8, 2008, for pharmacy Point-of-Sale (POS) transactions for BadgerCare Plus, SeniorCare, Medicaid, and Wisconsin Chronic Disease Program members. Please note the following schedule:

- All POS transactions for the current Medicaid Management Information System using the National Council for Prescription Drug Programs (NCPDP) Telecommunication Standard version 5.1 must be received by 8:00 p.m. Friday, November 7, 2008. Point-of-Sale transactions will not be accepted between 8:00 p.m. on Friday, November 7, and 8:00 a.m. on Saturday November 8, 2008. This is six hours longer than the normal downtime for POS.
- Point-of-Sale transactions for ForwardHealth interChange will be accepted beginning at 8:00 a.m. until 8:00 p.m. on Saturday, November 8, 2008. Point-of-Sale will be unavailable between 8:00 p.m. on Saturday, November 8, and 8:00 a.m. on Sunday, November 9, 2008. This is six hours longer than the normal downtime for POS.

During these extended downtimes, providers may either dispense medications and wait until the POS system is operational before submitting the claim for the medications or dispense up to a 14-day supply of the medication under the emergency medication dispensing policy. Refer to the February 2007 *BadgerCare Plus Update* (2007-14), titled "Emergency Medication Dispensing," for more information about this policy.

Claims should be submitted using the Health Insurance Portability and Accountability Act of 1996 (HIPAA)-compliant NCPDP 5.1 Telecommunication Standard for Retail Pharmacy Claims (NCPDP 5.1) standards. Providers may refer to the ForwardHealth Companion Document to HIPAA Implementation Guide: NCPDP 5.1 for more information about real-time claim submissions and reversals. Changes to the document include the following:

- Use of the "Plan ID" field. Pharmacy providers are reminded to check this field on all POS claims to make sure the claim is being submitted to the correct ForwardHealth program for payment.
- Change to the "Software Cert ID" field.
- Inclusion of the "Other Payer ID" field in the Coordination of Benefits segment.

The NCPDP 5.1 companion document can be found on the ForwardHealth Portal at [www.forwardhealth.wi.gov/](http://www.forwardhealth.wi.gov/).

**Informational**

### **Extended Call Center Hours**

In anticipation of the implementation of ForwardHealth interChange on November 10, 2008, the POS call center will have the following extended hours:

- Saturday, November 8, and Sunday, November 9, 2008, 8:00 a.m. to 8:00 p.m.
- Monday, November 10, through Friday, November 14, 2008, 7:00 a.m. to 8:30 p.m.
- Saturday, November 15, and Sunday, November 16, 2008, 8:00 a.m. to 5:00 p.m.
- Monday, November 17, through Friday, November 21, 2008, 7:00 a.m. to 8:30 p.m.
- Saturday, November 22, 2008, 8:00 a.m. to 5:00 p.m.
- Sunday, November 23, 2008, 10:30 a.m. to 5:00 p.m.

Beginning Monday, November 24, 2008, Pharmacy POS hours will change to 7:00 a.m. until 6:00 p.m., Monday through Friday.

For questions, please contact the Pharmacy call center at (800) 947-9627.

### **Informational**